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YOUR CIVIL RIGHTS



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Illinois Department of Human Services

Illinois Department of Human Services Pledge

As part of our commitment to serve you, we will see to it that you:

- Receive benefits for which you are eligible in a timely and uninterrupted manner.
- Are treated fairly and with dignity, courtesy and respect.
- Have your questions answered in a way that you understand.
- Receive referrals for agency supportive services and community resources.
- Have your complaints and disagreements with agency actions or treatment reviewed and addressed.

If I get help from the Department of Human Services, what are my rights?

You should be aware that certain federal and state civil rights laws prohibit discrimination on the basis of race, sex, color, protected age group, religion, disabling conditions, ancestry/national origin and marital status. In addition, there shall be no discrimination of participants/applicants in the food stamp program because of political beliefs. **Therefore, for the reasons listed above, the Illinois Department of Human Services cannot take any of the following actions:**

- Deny you any money, care, services or other benefits you are eligible to receive.
- Provide other eligible people with money, care, services or other benefits that are different from yours or provide them in a different way from the way we provide them to you if you are eligible to receive them.
- Treat you differently from other eligible people in the way you get your money, care, services or other benefits.
- Prohibit you from having the same advantages or privileges as other eligible people who receive help from the Department of Human Services.

- Treat you differently from other people in the way the Department of Human Services determines if you're eligible to receive money, care, services or other benefits.
- Deny or offer to other eligible people an opportunity that is different from the opportunities offered to you (if you are eligible) through the Department of Human Services. This includes the opportunity to take part in education, job training, community work programs and the opportunity to receive a hearing.

What can I do if I think I've been discriminated against?

If you feel that you have been discriminated against by the Department of Human Services or an employee of the Department of Human Services, you may:

- Fill out a Client/Applicant Discrimination Claim Form (Form 4026), which will be provided to you at your local DHS office, or
- Send a written complaint to one of the following addresses:

Illinois Department of Human Services
EEO/Affirmative Action Office
401 S. Clinton, 3rd Floor
Chicago, IL 60607
312-793-4322 (Voice); 312-793-5827 (TTY)

Illinois Department of Human Services
EEO/Affirmative Action Office
100 North Ninth Street
Springfield, IL 62765
217-785-6857 (Voice); 217-524-2182 (TTY)

The form or written complaint must be filed within 180 days of the alleged act. An EEO Officer will review your complaint immediately and will investigate the issues raised in your complaint as quickly as possible. You will be notified in

writing of action being taken as a result of your complaint. If you are not in agreement with the findings of the EEO Office, you may appeal directly to the Chief EEO Officer in writing at each of the above listed addresses.

Additionally, you may also file a discrimination complaint with one of the following:

Illinois Department of Human Rights
100 West Randolph, Suite 10-100
Chicago, Illinois 60601
312-814-6200 (Voice); 312-263-1579 (TTY)

Illinois Department of Human Rights
222 South College
Springfield, Illinois 62704
217-785-5100 (Voice); 217-785-5125 (TTY)

Equal Employment Opportunity
Commission
500 West Madison Street, Suite 2800
Chicago, Illinois 60661
312-353-2713 (Voice); 312-353-4041 (TTY)

United States Department of Health and
Human Services
Office of Civil Rights
105 West Adams, 16th Floor
Chicago, Illinois 60603
312-886-2359 (Voice); 312-353-5693 (TTY)

If you have applied for or receive food stamps and you feel that you have been discriminated against, you may send a written complaint to:

United States Department of Agriculture
Food and Nutrition Service
Washington, D.C. 20250

To apply for free legal assistance with your legal rights, consult your local telephone directory for the number of the nearest legal services office.

What can I do if I think I was not treated with dignity and respect?

If you feel that you were not treated with dignity and respect by a Department of Human Services employee, you may bring this to the attention of the department by what is called a “grievance.”

Your grievance must be in writing and must be given to the local Department of Human Services office within 60 days of the day you feel that you were treated unfairly. The local office will provide you with a Client Grievance Form (Form 2622) to use if you want one. DHS will hold a special meeting with you, your representative if you have one (a representative is someone you have asked to help you), the employee, the employee’s representative and a department staff person. At this meeting, you can explain why you think the employee treated you unfairly. The Department of Human Services will inform you in writing of any action taken on your grievance.

Where can I get more information about my rights?

DHS keeps copies of all of its policies at each regional and local office. These offices will let you look at these policies during regular office hours. They will also make copies of any pages you would like for free.

If you want copies of a major portion of a policy, you must send a written request to:

Illinois Department of Human Services
Associate Director, Office of Financial
Support Policy
100 South Grand Avenue East
Springfield, Illinois 62762



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FOR MORE INFORMATION:

Call or visit your local Department of Human Services office.

If you have questions about Your Civil Rights or any other Department of Human Services program, call or visit your local DHS office. We will answer your questions. If you do not know where your local DHS office is or are unable to go there, call:

1-800-252-8635 (Voice)

1-800-447-6404 (TTY)

Illinois Department of Human Services
Bureau of Customer Inquiry and Assistance

Monday - Friday
(except state holidays)
7:30 a.m. - 7 p.m.

For answers to your questions,
you may also write:

Illinois Department of Human Services
Bureau of Provider Assistance and
Correspondence
100 South Grand Avenue, East
Springfield, Illinois 62762



Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, disability, sexual orientation, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.

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